



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.
Serial No.: 09/474,643 Group Art Unit: 3623
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on May 7, 2003.

By: 
Christopher J. Leonard

CHANGE OF ADDRESS

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

RECEIVED

MAY 13 2003

GROUP 3600

Dear Sir:

Please change the correspondence address for the above-referenced patent application to:

Merchant & Gould P.C.
P.O. Box 2903
Minneapolis, MN 55402-0903

If there are any questions regarding this matter, please call the undersigned at 612.332.5300.

Respectfully submitted,

Merchant & Gould P.C.
P.O. Box 2903
Minneapolis, MN 55402-0903
612.332.5300



Date: May 7, 2003

Name: Christopher J. Leonard
Reg. No.: 41,940
CJL

